How to Find and Access the Dashboard

Customer Access Protocol

Step 1 - Register your .gov/.mil email address with MAX.gov
- If you're already registered with MAX.gov, no action needed (proceed to Step 2)
- If you're not yet registered, visit https://login.max.gov
  Click the green Register Now button in the top-right
  corner. Follow the instructions to register with MAX.gov and register your PIV card to enable MAX.gov PIV login

Don't Have a MAX ID Yet?
Register Now

Step 2 - Log into the D2D Portal using your MAX.gov credentials
- Go to: https://d2d.gsa.gov/ and click **Login** at the top right
- Option A: **Login with PIV/CAC** (you may need to enter your PIN)
- Option B: Login with **MAX Secure+ SMS Two-Factor** with User ID and Password.

Note: you *have to* log into the D2D Portal at least *once* before moving to step 3 in order for access credentials to work.

LOGIN WITH YOUR PIV OR CAC
Remember to plug in your PIV/CAC card

Step 3 - Email pbs.dashboard@gsa.gov to request access to your agency's view of the PBS Customer Dashboard. *Note: this step is not required if you received a welcome email from PBS Dashboard team - you are already on the access list.*
Your email must include:

A. Full Name
B. Your federal agency *and* bureau name
C. Government email address used to create the MAX.gov account in Step 1
D. Verify (state) that you have registered your .gov/.mil email address with MAX.gov
E. State whether you are a federal government employee or a contractor

The PBS Dashboard Team will verify your access request with your agency. We aim to respond within 5 business days.

Step 4 – Once you've received an access approval email from the PBS Dashboard team, search the D2D Portal for "PBS Customer Dashboard"

If you do not see the dashboard in the
results list, wait one business day and log back in;
credentials are updated every evening.

Click on the dashboard title or the 'reports'
icon to enter the dashboard landing page.